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ABSTRACT

Statements of library missions, goals, and corresponding objectives are presented in this report resulting from a program review of the California State University at Long Beach libraries and a workshop in which library staff drafted the document. Library-wide goals are stated, followed by an administration section which covers collection development, instructional support services, and administrative services. Acquisitions and cataloging are also detailed. The final sections consider library support systems, including circulation and interlibrary loans, and subject readers' services, with subdivisions on humanities reference, fine arts/media resources, social sciences and business, science and technology reference, and education reference. A systematic review of these statements will be conducted periodically. (KP)

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GOALS and OBJECTIVES

of

the

UNIVERSITY LIBRARY

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TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC) AND USERS OF THE ERIC SYSTEM."

IR005 433

California State University, Long Beach

March 1977

INTRODUCTION

The University Library is a complex organization offering a multitude of teaching, learning and research oriented services. Library services and collections reflect the complexity and diversity of the academic programs it supports.

My first duty, as the new Librarian on this campus, was to review the present programs of the Library during the Fall of 1976. This was accomplished with the help of the broad involvement of the professional and support staff. The program review began in November, 1976. Each major library unit was asked to conduct a program review, and to develop statements of mission and goals. Further, each unit was asked to state specific objectives in useful, measurable terms for operational purposes.

After the unit statements were reviewed, a final draft was presented to the staff during a workshop held on January 21, 1977. The purpose of the workshop was to involve the entire staff in the final process. It is certain that today we have a well informed group of employees who understand and support the objectives of the Library.

How will this document be beneficial to us in the future? We have already indicated that the review of programs and subsequent articulation of our future objectives have resulted in a better informed staff. We have also used this information to develop our 1977/78 Program Budget. We could not have prepared our budget request as well as we did without this document. Further, this material will give us the opportunity to phase into a result oriented performance appraisal system for our programs and individuals assigned to the programs.

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There is a total dedication and commitment on our part to live up to the Goals and Objectives stated in this document. It must be realized, however, that institutional goals and objectives change constantly. For this reason, the Library staff will conduct a systematic review process and update this document at least once a year. Departments will conduct more frequent reviews, perhaps quarterly.

There may be some weaknesses in this document. We are interested in constructive criticism and ideas that could help us improve the next edition.

I would like to take this opportunity to thank the entire staff for their participation and helpful assistance in the preparation of this document.

Peter Spyers-Duran, Director
of the University Library

California State University,
Long Beach

March 1977

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1 LIBRARY-WIDE GOALS

Mission

The mission of the University Library is to provide bibliographic and reference support to the University's programs of learning and research; to support the academic goals of the University by providing successful, sophisticated, and contemporary library services and collections; to promote life-long, continuing education by teaching library users the necessary bibliographic skills and research methods; to utilize the library staff's specialized bibliographic knowledge to assist the University in its curricular and academic planning; to be a model for academic libraries in the CSUC system, the state, and on the national level.

Service Goals

To provide the best one-to-one professional reference service possible to library users in order to assist them in their learning and research activities.

Objectives

1. Continue a service philosophy within our organization in the interest of developing prompt, courteous service.

2. Increase the level of reference service (e.g., number of contacts, type of questions, etc.) in 1976/77 and to measure such increase.

3. Promote a growing, and largely self-supported, computer-based reference service.

4. Establish basic standards of satisfactory reference service for all library users.

5. Maintain an environment conducive to study and research through the logical arrangement of services in the building.

Goal

To offer a program of library services that will meet and exceed the requirements and standards of the various professional associations and accrediting agencies.

Objective. Identify ALA, CLA, ACRL and related standards which are applicable to library services and to meet those standards which are considered appropriate.

Goal

To instruct library users in the identification and retrieval of library materials.

Objectives

1. Increase the number of bibliographic seminars requested by faculty and given by librarians in 1976/77.

2. Utilize all means of library orientation and instruction (e.g., tours, general seminars, media, etc.) which will familiarize library users with the Library.

3. Continue exploring the establishment of a formal class in comprehensive library instruction for all undergraduates.

4. Review the present activities and media in library instruction for accuracy and effectiveness.

5. Increase user awareness of special collections (rare and restricted) and special services (ILL and automated literature searches) through library instruction, reference service and orientation.

6. Develop an updated and improved tape tour of the building and to publicize this service.

Goal

To increase the availability of library materials.

Objectives

1. Increase the number of book and non-book materials which are loaned.

2. Increase shelving services and improve services to make our book and non-book materials more readily available; increase reshelving 8% annually; strengthen the search and hold processes to find materials faster and more efficiently.

3. Keep the Library open some 92 hours per week, seven days per week.

4. Develop an effective solution to the need for inventory control.

Goal

To provide broad access to library materials by utilizing local, regional, national and international consortia, computerized networks, and other cooperative arrangements.

Objectives

1. Increase participation in mutual use agreements, consortia, and other cooperative arrangements.

2. Increase ILL service to other libraries and provide adequate ILL service to library users.

3. Strengthen the collection of bibliographic tools which are needed for ILL work.

Goal

To promote higher visibility of service points through the use of more effective signs, building diagrams, maps and publications.

Goal

To use comments and criticism from the suggestion box, opinion survey, polls, etc. to improve and expand library services; to acknowledge constructive input quickly and directly.

Objective. Encourage decision-making which keeps in mind the interests and needs of our clientele.

Collection Goals

To review continuously the University's programs of learning and research in order to identify user needs.

Objectives

1. Communicate with faculty liaison representatives.

2. Strengthen the Faculty Library Committee.

3. Keep informed of curricular changes, degree reviews, program accreditations, etc.

Goal

To utilize the available resources to strengthen the library collection and support the University's education program.

Objectives

1. Obtain a full representation of current imprints in the subject areas which support the University's programs of learning and research; pursue retrospective acquisitions at a practical financial level (including rare materials); obtain those periodicals essential to University programs; procure those non-book resources essential to contemporary learning modes.

2. Evaluate ALA standards equation for number of volumes and study the feasibility of meeting those standards.

3. Convert portions of the serial and bound periodical collections, especially older runs, to microform, and to acquire more current titles in both hard copy and microform.

4. Identify and obtain multiple copies of heavily used book titles using statistics from ILL.

5. Maintain an active deselection program and examine the need for storage areas for old or outdated materials.

6. Analyze library use of materials by utilizing available statistics.

7. Interlibrary Loans to tie in with collection development.

Personnel Goals

To identify and utilize all library personnel in appropriate positions in order to promote individual motivation, job satisfaction, high morale and incentive.

Objectives

1. Establish staff formula of regular and part-time staff as compared to student assistants.

2. Train student assistants in library operations and function to improve their effectiveness.

3. Examine an appropriate staff ratio of professional to support staff (differentiating between technical processing and reference).

4. Establish on-going personnel evaluation and career guidance on all levels.

Goal

To establish an organized program for personnel development in order to assist librarians and paraprofessionals to realize their career potential and to improve library services.

Objectives

1. Develop written policies concerning continuing education, release time and staff development.

2. Support travel, professional and personal growth activity, attendance at appropriate conferences, release time, etc.

3. Promote on a continuing basis the in-house training (e.g., workshops, staff reviews, etc.) of new library employees and current personnel to keep them aware and knowledgeable of new developments.

Goal

To promote the Library's active participation in, and support of, the CSULB affirmative action plan in its personnel practices.

Management Goals

To provide modern, effective management.

Objectives

1. Use a team approach in decision-making and problem-solving situations by engaging the best thinking, knowledge, and contributions of the entire staff through such organized input devices as workshops, study groups, and staff reviews.

2. Utilize the Library Council and other appropriate responsible groups or individuals for participation in library governance.

3. Clarify the organization, responsibilities, and reporting patterns of the Library through organizational charts, up-to-date job descriptions, etc.

4. Promote and encourage an environment conducive to upward and downward communication as well as the free flow of information.

5. Solicit staff participation in the decision-making process at the appropriate level through organized and defined input methods.

Goal

To manage the human, physical and fiscal resources of the Library in a manner that will warrant the continued confidence and support of the University President, students, faculty and taxpayers of the state of California.

Objectives

1. Plan the effective and efficient use of resources, personnel, physical plant, and library technology.

2. Study carefully the uses of, and developments in, automation which the Library could adopt to provide cost effective services, prepare and train the staff for such automation.

Goals

1. To formulate and revise library goals on a continual basis, encouraging input through workshops, study and discussion groups.

2. To provide in-house management workshops for library supervisors at all levels; to encourage library supervisors to attend management workshops, campus and community-wide.

3. To insure effective services to the Library's several constituencies and to build support for the Library among these constituencies.

Objectives

1. Maintain strong working relationships with all campus groups (students, staff, faculty, and administration) through: (a) an active program of public information concerning the Library's programs and services, (b) active cooperation on matters of concern to the University, (c) effective exhibits, (d) good quality Library publications, and (e) involvement of the library staff members in University activities.

2. Obtain an allocation of 6% of the University's Education and General Budget, as mandated by professional and accrediting standards.

3. Actively seek additional resources through grant applications community endowments, and gifts.

4. Increase community relations by encouraging the use of the CSULB Library as a major community research and resource center and developing a community-based friends group.

5. Study and define the level of support which is practical for the Library to serve the greater Long Beach area.

Physical Facilities Goals

To provide physical facilities and equipment that are conducive to learning and research.

Objectives

1. Improve the aesthetic environment of the present physical facilities with careful color coordination, art work, display, plants, maintenance, etc.

2. Improve and make optimal use of available space in response to changing priorities, growing collection size, and changing staff and use patterns.

3. Obtain needed and additional space as the collection approaches the size mandated by professional standards and by the Trustees of the CSUC system.

4. Extend and improve the following support services: copiers, vend typewriters, calculator, adding machines, microform machines, supply vending machines, public telephones, restrooms, lounge areas and elevators.

5. Consider regrouping of stack, service and study areas to be more conducive to quiet study and reference areas to be more visible; consider additional individual study stations.

6. Examine the need for, and cost of, air conditioning in the east wing and carpet in all areas.

7. Consider the advisibility of providing special study areas for eating and smoking.

8. Consider connecting public announcement and alarm system connected between buildings.

Goal

To provide physical facilities, equipment and supplies that contribute to a pleasant job environment for all library personnel.

Objective. Maintain present work areas that are functional, clean and aesthetically pleasing.

2 ADMINISTRATION

2.1 Collection Development

Mission

The mission of the Office of Collection Development is to ensure the acquisition of bibliographic and informational resources in all media which reflect the various levels essential to collection development: basic undergraduate materials, graduate materials; to provide leadership and assistance in the development and maintenance of library materials in support of the academic goals, programs and services of the Library and the University; and to plan effective means for coordinating the efforts of the library and teaching faculty in the selection of resources in support of their reference and instructional areas, and the general learning and research needs of the student body.

Goal

To administer the affairs of the Office of Collection Development as an open system which invites participation.

Objectives

1. To provide an atmosphere for open communication.

2. To be accessible to the library staff, teaching faculty, and administrative officials.

3. To encourage early discussion regarding problems emanating from actions regarding collection development.

4. To solicit horizontal participation in intradepartmental matters affecting collection development.

Goal

To develop a dynamic, balanced collection development policy.

Objectives

1. To develop an acquisitions policy in advance of the preparation of the 1977/78 Library Materials Budget.

2. To provide the reference areas with acquisitions policies tailored to the individual needs of the areas which they service.

3. To provide a vehicle for annual revision which reflects actual program needs.

Goal

To maintain a continual review process for collection evaluation in a manner consistent with University-level curriculum review processes.

Objectives

1. To maintain an advanced calendar of performance reviews and self-studies to be conducted by the academic community.

2. To determine the collection strengths and weaknesses in the subject areas scheduled for review or study.

3. To plan with the appropriate reference staff the amount of library materials support required for those programs lacking adequate support.

4. To establish and recommend budget priorities based on collection evaluation and instructional needs.

Goal

To anticipate the need for curriculum change.

Objectives

1. To monitor changes in the societal environment affecting higher education.

2. To review current documents depicting local curricular changes: The Academic Master Plan, schedules for accreditation visits, minutes of curriculum planning bodies.

3. To maintain direct liasion with University offices and councils where planning for curriculum occurs: Office of University Planning, Graduate Council, Planning and Educational Policies Council, Teacher Education Council.

Weeding and Restoration

Goal

To identify those materials in the collection which have served their purpose and are no longer useful, which have been superseded, or which reflect instructional programs that are no longer offered.

Objectives

1. To review the present policy for weeding and establish a policy for a more systematic weeding program for all reference areas.

2. To provide an on-going program for reviewing heavily used titles which need to be replaced by later editions.

3. To plan a schedule for routine examination of popular library materials for the purpose of identifying those in need of repair or replacement.

4. To review within the academic year inventory programs already planned for fiscal 1977/78 for the purpose of compiling centralized records of the percentage of inventory undertaken by each reference department so that guidelines for repair, replacement or restoration can be operational during the inventory process, and so that inventory plans can be established where none exists.

5. To establish a budget for the purpose of replacing heavily damaged items and duplicating heavily used items.

Staffing

Goal

To provide staff support at a level consistent with the tasks to be performed.

Objectives

1. To seek support for a staff size which includes the existing positions; one full-time librarian, one full-time clerical assistant IIB, one regular student assistant II at twenty hours weekly, plus one and one-half senior assistant or above librarians as bibliographers.

2. To develop staff capability for increased participation in selection.

3. To encourage and support staff who are interested in upgrading their skills and pursuing avenues for career advancement through continuing education and specialized training.

4. To conduct annual reviews of position descriptions to ensure that assignments and salaries are commensurate, and to adjust such descriptions when needed.

5. To maintain a working environment which encourages free inquiry and participation in decision-making policies.

6. To communicate regularly those actions, documented or otherwise, which affect either individual staff members or the entire Office of Collection Development and other staff in related areas.

7. To conduct at least one workshop per semester on matters dealing with selection criteria, acquisitions policies, and special services emanating from the Office of Collection Development.

Services

Goal

To rationalize the collection development policies and subsequent selection processes.

Objectives

1. To distribute biannually a listing of bibliographies generated by the library staff.

2. To provide the Library and the academic community with an annual listing, in October, of the currently active list of library-faculty coordinators and representatives.

3. To provide for the library and the academic community reports on collection surveys conducted for accreditation purposes or program evaluations and reviews when requested or needed to support new programs scheduled in the Academic Master Plan, and other administrative purposes.

Goal

To publicize the existence of those collections which by virtue of their values, rarity, or other unique features are housed separately from the general collection but have value for some members of the academic community.

Objectives

1. To assist in the identification of faculty publications for the purpose of display within the library.

2. To provide within the next academic year, 1977/78, annotated bibliographies of some of the special collections which lend themselves to such treatment, beginning with the recent gift of first editions by Cunninghame Graham.

Public Relations

Goal

To coordinate and maintain liaison with the library and teaching faculty in matters relating to selection and collection review.

Objectives

1. To improve communications between the library and teaching faculty.

2. To encourage all reference staff to increase their contact hours with the faculty library representatives from once an academic year to at least once a semester.

3. To meet at least once a semester with each Director of Special Programs regarding program needs and adjustments.

4. To communicate to the school deans matters regarding those budget allocations shared between the library and their teaching faculty, and other data as requested.

5. To schedule regular meetings with the library faculty and teaching faculty for the purpose of updating information about current acquisitions policies and programs.

Goal

To keep current on holdings in regional and local libraries for possible loan and referral to subject matter in which the Library is too weak to build and program requirements do not call for extensive collections.

Objectives

1. To identify those subject collections which are better served by cooperative arrangements with other libraries.

2. To plan with the Acquisitions Department for cooperative purchases when this seems appropriate to meeting the library's needs.

Goal

To investigate and conduct studies regarding current and new modes for delivery of service in the area of selection and acquisition of library materials.

Objectives

1. To conduct an annual review of the current approval program, with the next review to be completed in February 1977, for the purpose of determining the amount of faculty input required to effect a more perfect plan.

2. To conduct regular reviews of current acquisition processes to determine their effectiveness in supplying items as well as effective time delivery.

2.11 Special Collections

Mission

The mission of the Office of Collection Development for special collections is to ensure the acquisition of special collections to better facilitate student research.

Goal

To maintain a collection of specialized materials which will allow the Library to carry out the vital responsibility of purchasing selectively materials for individual enrichment and unique research opportunities, going beyond acquisition of only currently-in-demand books.

Objectives

1. To review the existing Guidelines for Special Collections to determine their relevance for this fiscal year.

2. To appoint within the academic year a curator of special collections for the purpose of collection building and maintenance of the present collections in a manner consistent with standard practices used in other libraries and relevant to the University's needs.

3. To provide a centralized area for the existing special collections which is accessible to the academic community.

4. To develop a policy for the preservation and restoration of the existing specialized collections.

2.12 Archives Department

Mission

The mission of the University Archives is to identify, collect and maintain those materials which document the history of CSULB in order to serve the research needs of the students, faculty, staff, administration of CSULB and the greater Long Beach community.

Collection Goals

Goal

Identify appropriate archival materials on campus.

Objectives

1. Identify collections and materials located physically outside the Library by survey or questionnaire.

2. Maintain communication with appointed liaisons in order to list the location of their materials in the computer produced catalogs.

Goal

Formulate selection policies for the University Archives.

Objectives

1. Provide for the systematic growth of a collection of primary sources (documents, records, reports) which relate to the operation and history of CSULB.

2. Promote communication and procedures between issuing agencies, temporary holding files and University Archives.

3. Facilitate uniform collection development.

Goals

1. Conduct a regular program to identify materials to be withdrawn from the collection under the Library's weeding policy.

2. Increase user awareness and utilization of unique collection which is University Archives.

Objectives

1. Maintain catalogs in the Library and at strategic points of use on campus (i.e., Central Files, Planning Office, etc.).

2. Create, organize and arrange displays of archival materials in appropriate places on campus as requested.

Administrative Goals

Goal

Maintain statistical records of usage and services performed by the University Archives.

Objective. Formulate a yearly report of statistics relating to the Archives.

Goal

Act in the capacity of resource for the Library and the campus on archival matters.

Objectives

1. Serve on advisory committee(s) as requested.

2. Consult with advisory groups upon request.

Goal

Study the literature for new developments in the field of Archives.

Objective. Compile bibliography on automation and archives.

Staff and Physical Facilities

Goal

Establish a pattern of staffing to achieve quality reference to the collection.

Objectives

1. Train student assistants in University Archives classification scheme and the arrangement of Archives to insure prompt paging of materials and assistance in the clerical functions of marking, reshelving, etc.

2. Train Librarians in the University Archives classification scheme and the arrangement of the Archives to insure constant reference to the collection.

Goal

House the collection in a manner that: 1. facilitates access and quality reference service, 2. is logically organized for efficient operation, and 3. provides security to the collection.

Objective. Plan for the physical reorganization of the Archives. Move boxed materials into vertical files. Relocate vertical files for easier access.

Services

Goal

Provide the best reference service possible to the collection.

Objectives

1. Publicize the collection in campus publications.

2. Facilitate reference by thorough knowledge of the collection.

Goal

Expand and update the computer catalogs as a method of access to the collection.

Objectives

1. Place catalogs by author, title and subject at the Information Desk, Social Science Reference Desk and at other points in the Library deemed useful.

2. Maintain current catalogs in out-station locations (Central Files, Planning Office, etc.).

Goals

1. Explore new services to generate interest in, and improve usage of, the University Archives.

2. Maintain purposeful working relationships with agencies on campus (i.e., Schools, Departments, Centers, Administrators, etc.) to assure continued development of the collection.

Objective. Contact those responsible for current collections on campus at least twice a year for new information concerning their collections.

2.2 Library Instructional Services Program

Mission

The Instructional Services Program is designed to improve the use of the Library's information resources by providing orientation and instruction in bibliographic research, information retrieval and literature search strategy. In coordination with traditional reference desk activities, this program strengthens an outreach service philosophy by involving the Library more directly in the educational process of the University.

Goal

Develop, initiate, and coordinate instructional outreach programs.

Objectives

1. Strengthen campus relationships which will enable the Library to identify and respond to the academic needs of faculty and students.

2. Coordinate all instructional activities (current and new), which supplement reference desk services e.g., tours and orientations on request, courses, participation in campus-wide programs, etc.

3. Serve as a centralized office for campus and off-campus communication to the Library on instructional-related matters.

4. Continue discussions on the best means to provide comprehensive, formal instruction in bibliographical research.

5. Serve as a resource office for the development of library faculty who are involved in instructional activities.

6. Select and coordinate the preparation of appropriate orientation and instructional media/print materials.

Goal

Perform the necessary administrative functions related to library instruction.

Objectives

1. Develop evaluation and review procedures for instructional programs.

2. Collect statistics, records, correspondence, etc. which are necessary for documentation.

3. Establish a curriculum and literature file on library instruction.

4. Consult with and inform the library faculty of the Instructional Services Program.

5. Keep up to date on the current developments in the area of academic library instruction and inform the library profession of CSULB activities.

6. Develop an effective public relations approach for the Library which will keep the campus community informed of its services.

2.3 Administrative Services

Mission

To create and maintain an environment in which the professional and support staffs can successfully carry out the Library's programs.

Goal

To organize and conduct an effective program of personnel management.

Objectives

1. Recruit and identify the most able candidates for available positions.

2. Conscientiously follow affirmative action goals, timetables, and procedures.

3. Coordinate an effective program of performance evaluation.

4. Coordinate an equitable program of travel which benefits both the Library and the staff.

5. Successfully coordinate the multiplicity of scheduled and unscheduled personnel actions: merit increase reviews, evaluations, absences, payroll submissions, position descriptions, etc.

6. Manage personal services budgetary resources so as to make optimum use of available funds, while meeting salary savings objectives and meeting regular and seasonal program needs in staffing.

7. Conduct effective programs of staff development, including career development, job-related training, and travel.

8. Assist staff members to relate to the University and the Library by encouraging interest in social, cultural, and entertainment events.

Goal

To maintain effective fiscal management and control.

Objectives

1. Develop fiscal-year projections based on past experience and known variables.

2. Monitor all current program expenditures against projections.

3. Maintain current status figures in all program accounts (rather than depending on monthly totals).

4. Make timely budget transfers in support of approved program priorities, so as to make optimal use of available fiscal resources.

Goal

To develop and support library budgets as expressions of well-conceived programs.

Objectives

1. Identify and monitor the key quantitative and qualitative events which serve to underlie current and projected budget requirements.

2. Identify and relate professional standards and institutional norms to library budgetary requirements.

3. Relate budgetary allocations and sub-allocations to measurable program outcomes.

Goal

To organize and conduct long-range planning, so as to provide an intelligent basis for year-to-year decisions.

Objectives

1. Identify and project the Library's future space, books, staffing and technological requirements in the context of University planning and program needs.

2. Identify and pose the options available, solutions required, and investments necessary in a steady-state environment.

Goal

To effectively maintain, utilize, and protect the building and its equipment.

Objectives

1. Promote a friendly, efficient, and fruitful working relationship with Maintenance, in order to obtain the best possible custodial and maintenance attention.

2. Enter into service contracts only when they are a cost effective alternative to service calls.

3. Conduct an ongoing program of equipment review and scheduled replacement.

4. Continually educate staff and library users in the proper use of library equipment, facilities, and furnishings.

5. Provide prompt and clearly communicated work orders for maintenance attention.

Goals

1. To pursue additional library resources through the cultivation of gifts and an active program of grant application.

2. To give effective leadership and full staff participation to programs of community relations.

3. To provide vending services in the Library, compatible with library-related needs.

Objectives

1. To provide a copying service which is economical to the patron, and as free as possible from the frustrations associated with unattended, down machines.

2. Provide relatively trouble-free vend typewriters.

3. Consider the provision of those other vend products which facilitate the successful use of library services, e.g., pens.

Goal

To organize the generation of those statistics which are essential to budgeting, planning, and program evaluation.

Objectives

1. Use sampling techniques whenever they provide an acceptable alternative to full statistics.

2. Keep only those statistics which are truly needed for management purposes.

3. To plan and coordinate the introduction and use of automation in the Library.

Goals

1. Assign responsibility to a qualified individual to give leadership to the planning and coordination of automation.

2. Involve the staff fully in the planning for automation, in order to insure the shared decision making necessary for facilitating changes in library procedures, staffing, and organization.

3 ACQUISITIONS DEPARTMENT

3.1 Acquisitions Section Mission

The mission of the Acquisitions Department is to support the goals and programs of the Library with the timely and economical acquisition of books and other library materials.

Acquisition Goals

To obtain books, serials, and other library materials through purchase and gift and exchange as efficiently as possible.

Objectives

1. Provide and maintain up-to-date order tools.

2. Select vendors impartially, evaluating them on the basis of services as well as cost.

3. Process order requests for materials and the materials once received as promptly as possible. In 1975/76 this amounted to approximately 5,000 outgoing orders which resulted in the receipt of 45,000 items and an expenditure of over $600,000.

4. Expedite all incoming and outgoing library mail, which at the 1975/76 levels amounted to 20,000 items of mail.

5. Record encumbrances and process invoices for payment promptly.

6. Monitor encumbrances and issue monthly Budget Reports.

7. Maintain accurate and up-to-date order/receiving records.

8. Acknowledge and process gifts promptly. The 1975/76 level of activity in this area was approximately 3,000 volumes processed and over 300 letters of acknowledgement typed.

9. Dispose of unwanted library materials as advantageously as possible.

10. Provide catalog cards or copy when available with all materials forwarded to the Cataloging Department.

11. Keep communication channels with the reference librarians, Collection Development Librarian, and the Cataloging Department open at all times.

Organizational Goals

To strive for the best possible organization.

Objectives

1. Seek out and encourage positive innovation and change in office procedures and methods with particular emphasis on automation.

2. Maintain an environment which will permit maximum contribution by all staff members into the decision-making process.

3. Define clearly the scope of each section of the Department and the relationship of the sections to each other and the rest of the Library.

4. Define all tasks and through periodic review assure that each is being performed at the most efficient level.

5. Maintain flexibility in staffing to assure the most efficient use of staff time in response to fluctuating workloads.

6. Provide the best possible physical working environment.

7. Provide for adequate supervision and coordination of day-to-day operations.

8. Keep useful statistics and generate meaningful reports for management purposes.

9. Recruit the best possible staff and strive to develop their full potential.

Staff Goals

To provide for open communication among all staff in the Department.

Objectives

1. Hold weekly meetings with the Section supervisors and monthly meetings with all full-time staff on the second Tuesday of each month at 10:30 a.m.

2. Provide agenda and keep minutes of the monthly meetings.

3. Encourage Section supervisors to communicate regularly with the full-time staff and student assistants in their Sections regarding matters discussed in the weekly meetings as well as other matters of interest.

4. Hold regular meetings in each Section with student assistants (at least once a semester).

5. Encourage suggestions for improving the Department from all staff and student assistants.

Collection Development

Goal

To cooperate, particularly in the area of budgeting, with the reference librarians and the Collection Development Librarian in developing a rational collection development program.

Objectives

1. Keep track of spending and communicate with the reference librarians and the Collection Development Librarian about any unusual trends.

2. Sort publisher's catalogs and blurbs by subject and forward to the reference departments for information and selection purposes.

3. Call the availability of interesting and/or useful publications that might be missed to the attention of the reference librarians and the Collection Development Librarian.

4. Consult regularly with the reference librarians when selecting periodicals for cataloging and preservation by binding or replacement of microform.

5. Seek faster and cheaper methods to preserve materials effectively with the least possible disruption and inconvenience for the user.

Service Goals

To provide maximum possible access to the current periodicals collection without sacrificing an acceptable level of security for the collection.

Objectives

1. Provide the best possible physical environment for the users of the current periodicals collection.

2. Plan for an open stack arrangement in classification order of the current periodicals collection by noting the call numbers on and inserting targets in all the current periodicals before the end of FY1976/77. This will amount to approximately 30,000 targets being inserted.

3. Cooperate closely with the Cataloging Department to attain a level of first title cataloging for current periodicals by the end of FY1976/77.

4. Prepare and distribute an up-to-date record of serials holdings on a bi-monthly basis.

5. Provide public service points in the Library with serial holdings lists by subject each semester.

6. Renew our 5,245 periodicals on schedule to prevent breaks in service.

7. Maintain an up-to-date claiming schedule to ensure prompt receipt of current periodicals which at the 1975/76 level amounted to an average of 3,500 periodicals received.

8. Bind at least 5,000 volumes (1975/76 level) and schedule bindery shipments to maximize availability of periodicals to users.

9. Reshelve returned current periodicals and current periodicals used in-house expeditiously and accurately. The 1975/76 level for this and related activities was 162,633 current periodicals circulated, 46,941 information questions answered, 2,238 over-due notices sent, and 113 fine notices sent.

10. Follow up on all patron requests for missing current periodicals and provide referral service if immediate satisfaction cannot be given.

3.11 Periodicals Section

Mission

The mission of the Periodicals Section is to provide maximum access to current periodicals for all students and faculty.

Goal

To provide the best possible access to the current periodicals collection without sacrificing an acceptable level of security for the collection.

Objectives

1. To plan for an open stack arrangement in classification order of the current periodicals collection.

2. To provide the best possible physical environment for the users of the current periodicals collection.

Goal

To provide prompt courteous service in locating current periodicals.

Objectives

1. To help patrons determine the location of the issue if it is bound or on film.

2. To keep accurate records to determine if an issue is checked out.

3. To keep up-to-date records on issues at the bindery.

Goal

To keep each title in the periodicals section current.

Objectives

1. To remove issues from the shelf upon arrival of microfilm.

2. To notify the bindery clerk when volumes are complete and ready to bind.

Goal

To reshelve periodicals used in house expeditiously and accurately.

Objective. To provide sufficient staffing to return all issues to their proper places each day.

Goal

To provide accurate inventory of current periodicals.

Objectives

1. To shelf read daily.

2. To work closely with the Acquisitions and Cataloging Departments on title changes and cessations.

3. To report missing issues to the Acquisition Department promptly for reordering.

4 CATALOGING SECTION

4.1 Mission

The mission of the Catalog Department is to provide bibliographic access to the resources of the Library and to maintain the physical condition of the collection. To develop services that facilitate access to, and utilization of, the library collection. To be responsive to and anticipate future trends in bibliographic control that may have an impact on access to library materials. To anticipate future needs of students and faculty dependent upon our services. To apply appropriate management techniques which promise to promote efficiency and to improve the quality of service. To develop a pattern of staffing to achieve optimum utilization of resources. To operate within a framework of openness and responsiveness and to maintain an environment which will permit maximum contribution by all members of the staff to the decision-making process, assuring that decisions are made at an appropriate level on the basis of the best available knowledge.

Service Goals

Organize and bring under bibliographic control, in the most economical and efficient manner, the materials acquired by the Library in a way which permits the full use of the Library's resources.

Objectives

1. Establish the bibliographic identity of library materials using the Anglo-American Cataloging Rules, Library of Congress classification schedules and the Library of Congress Subject Heading List as authorities.

2. Accept Library of Congress records, when available, making changes only when necessary to accommodate accepted local variations (such as, reclassing PZ's to appropriate literature schemes, Z's to subject areas, JX to KX, etc.-see Catalog Department Manual for a complete list of accepted changes).

3. Catalog Rush and Reference materials within 24 hours of receipt in the department.

4. Catalog regular materials with Library of Congress copy within two months of receipt by the cataloger, materials requiring original cataloging within two months after the six month holding period searching for L.C. copy has expired.

5. Affix call number information, stamp ownership markings and install theft detection devices in all material that is not rare.

6. Provide complete bibliographic access through the main card catalog to new materials within one month of the time the material is cataloged.

7. Adjust bibliographic records to accommodate changes in the collection.

8. Reduce cataloging backlog to around 6,000 volumes (two month's workload).

9. Study relative advantages and disadvantages of divided vs. dictionary catalog.

10. Provide bibliographic access through the main card catalog to microform sets.

11. Prepare for introduction and use of OCLC, consider its impact on the work of this department and related departments, study its possible impact on the organization of the work of all of technical services.

Goal

Maintain, and, when possible, improve the physical condition of the library collection.

Objectives

1. Repair or rebind newly acquired materials.

2. Hard-cover, bind or have perma-bound all paper bound materials.

3. Identify materials which require special handling and develop procedures for their processing.

4. Repair and relabel materials from reference areas and Circulation Department.

Goal

Promote and maintain constructive working relationships with other departments in the Library, other university libraries in the CSUC system and the CSUC Chancellor's Office.

Objectives

1. Provide instruction concerning new trends, developments and changes in bibliographic control to library staff through meetings, workshops, etc.

2. Assist in creating and maintaining bibliographic devices which permit access to non-CSULB library resources.

3. Provide representation at quarterly Southern California CSUC Head Cataloger's meetings.

4. Provide representation at Southern California CSUC Serial Librarian's meetings.

5. Provide representation at meetings of professional organizations.

Staffing and Resources

Goal

Maintain open channels of communication and the free flow of information within the department.

Objectives

1. Hold regular, scheduled staff meetings to discuss new department procedures, changes in library procedures and organization and other items of interest to the staff.

2. Circulate written communications from various sources among all staff members.

3. Define a procedure for eliminating buildings of personal irritations that interfere with department processes.

4. Develop a program for overall orientation to the department and the library for all new department members (including student assistants).

Goal

Strive to develop the full potential of all staff members, by using existing abilities and encouraging the department of additional skills and preparation for increased responsibility, for the sake not only of increased levels of efficient operation, but also of personal satisfaction on the part of the individual.

Objectives

1. Encourage participation in the initiation of career development plans and the use of the resources of the University by taking college courses.

2. Encourage work towards a second master's degree for librarians.

3. Continue to work to achieve an increase in the ratio of support staff to librarians.

Efficiency and Productivity

Goal

Develop and apply appropriate management techniques which promise to promote efficiency and to improve the quality of service, remain current with new advances in technology and automation and their applications to library operations and incorporate into the Catalog Department system such developments as give promise of significant return.

Objectives

1. Engage in a constant process of self-analysis and analysis of all department procedures in an attempt to locate areas or procedures which lend themselves to more efficient methods.

2. Continue to develop the Catalog Department Manual and various subsections such as the Serials Manual and the Processing Manual.

3. Develop departmental statistical procedures to effectively measure workloads, processing time, production, etc.

4. Identify and eliminate unnecessary duplication of effort.

5 LIBRARY SUPPORT SYSTEMS

5.1 Circulation Department

Mission

The mission of the Circulation Department is to maintain inventory control of the University Library's circulating book collection, to make these materials available for use on an equitable basis, and thus to support the University's missions of instruction and research.

Goal

To provide prompt courteous service while assisting patrons to borrow research materials.

Objectives

1. Develop and implement a circulation system that recognizes the value of faculty and student time and permits the faculty or student patron to borrow materials without filling out loan forms.

2. Develop staff capabilities for courteous public assistance through the use of simulation techniques and other game strategies.

3. Develop an outside book return system that accomplishes rapid cost effective retrieval of library materials and facilitates patron return of library materials.

Goal

To maintain accurate and timely records for all materials on loan.

Objective. To continue development of automated procedures that permit on-line real-time access to bibliographic records that will indicate the status of any item in the library and ultimately any item in the CSUC Library System.

Goal

To provide accurate and timely information on the status of any item in the collection on demand.

Objectives

1. To develop a public service function that permits faculty and students to determine the availability of library materials.

2. To develop procedures that permit future booking or reserves for library materials that will be needed at a specific date in the future.

Goal

To deliver prompt, courteous, and accurate notices to patrons regarding their library requests or obligations.

Objectives

1. To provide courtesy notices to patrons within one week after their books are due.

2. To provide faculty with lists of their current loan record on demand as well as at the end of each semester.

Goal

To retrieve and deliver, on patron demand, any item from the books on loan, as soon as the lending period is over.

Objectives

1. To explore the possibility of providing delivery of materials directly to faculty offices.

2. To explore the possibility of direct mailing of reserved items to patron residences.

Goal

To rapidly deliver all returned books to their proper floor for reshelving.

Objectives

1. To develop procedures that permit return of all materials to their proper floor on the same day as the material is returned to the library.

2. To develop procedures that reduce handling of returned materials.

Goal

To accurately and courteously collect all library financial obligations, and to provide all audit records required by the State of California.

Objectives

1. To explore the possibility of transfering the collection of library obligations to the Business Office.

2. Develop procedures that permit direct payment by mail in order to reduce patron inconvenience.

Goal

To coordinate with the Interlibrary Loan Department all requests for materials not available at Long Beach.

Objective. To order through Interlibrary Loan all books that are requested by patrons and are found to be missing from the CSULB Library.

Goal

To provide timely accurate management information on collection utilization for purposes of weeding, acquisitions, and budgeting in order to promote cost effective library service.

Objectives

1. To provide acquisitions with daily lists of library materials that are out on loan and have been requested by another patron.

2. To provide the subject departments with annual lists that indicate books that have not been used during the year.

3. To provide reports monthly and annually on library utilization in order to determine staffing needs and to help develop adequate library hours.

Goal

To develop, monitor, and carry out cooperative direct lending agreements with other libraries and library research systems.

Objectives

1. To make available expanded library research collections.

2. To make students and faculty aware of expanded research collections.

3. To share our resources with other scholars.

Goal

To protect the library collection from unauthorized removal to insure the integrity of the research collection.

Objectives

1. Install an electronic book theft detection system.

2. To install security targets in all library materials.

3. To monitor all patrons exiting from the library.

5.11 Reserve Book Room

Mission

The mission of the Reserve Book Room is to facilitate the sharing of limited instructional resources, whether they be library materials or instructor's personal copies, where these resources are required for instructional use.

Goal

To rapidly process and make available for use all instructional requests.

Objectives

1. To provide all faculty with the necessary forms to request reserve materials.

2. To fill these requests within 24 hours of receipt.

3. To have the materials available to the student within 24 hours of receipt of the request.

4. To provide photocopies of journal articles within 24 hours of receipt of request.

5. To investigate and develop a method for providing self service of all photocopies and other paged materials.

Goal

To coordinate the acquisition of reserve materials involving multiple copies to assure the most cost effective utilization of instructional materials.

Objective. To provide acquisitions with a copy of all requests for multiple copies which will be reviewed by the appropriate subject department.

Goal

To provide prompt courteous service in the delivery of reserve materials.

Objectives

1. To provide sufficient staffing at the service desk to assure that patron delays are prevented.

2. To promote staff development that reinforces, on an on-going basis, the need for courteous service at the service desk.

3. To develop a holds or reserves system for Reserve Book Room materials in order to reduce patron delays in securing vital instructional material.

Goal

To provide timely, accurate records of reserve materials in order to aid the library, the library patron, and the faculty in finding instructional and research material.

Objectives

1. To continue to refine the computer listing programs to assure the easiest access to the holdings available in the Reserve Book Room.

2. To continue to make the computer holdings list available at all service points in the library.

3. Increase the frequency of computer listings.

Goal

To provide an accurate management reporting structure that will keep the instructional faculty aware of material utilization and will permit the library to make the most cost effective utilization of this service agency.

Objectives

1. Develop and maintain a circulation history of each item in the reserve collection.

2. Order additional copies of high use materials.

3. Notify instructional faculty of the use statistics for their materials.

4. Remove from the reserve collection and return to the library stacks those materials that are not in demand.

Goal

To provide accurate inventory control over the reserve functions.

Objectives

1. Reshelve all returned materials within 1/2 hour from the time of return.

2. Shelf read daily.

3. Inventory the collection twice a year.

4. Replace items missing at inventory time.

5. Replace missing items that are reported during the semester.

6. Install theft detection targets in all items when placed in the reserve collection.

5.2 Interlibrary Loan

Mission

The mission of the Information/Interlibrary Loan Services department is to effectively serve the basic directional and research bibliographic needs of library users and to facilitate access to research and instructional materials from other libraries.

Goals

1. To act as a clearinghouse for the university community in providing guidance concerning general library services and procedures as well as general university services.

2. To instruct patrons in basic library research skills and techniques.

3. To provide to members of the academic community engaged in research assistance in the systematic selection and organization of the bibliographic materials listed in the main card catalog as well as those housed in the Bibliography Room.

4. To offer guidance in the determination and selection of alternate research and informational resources including other library resources and existing computerized bibliographic retrieval services.

5. To transmit interlibrary loan requests with maximum speed and efficiency in order to provide timely access to research materials needed by the university community for research and instruction.

6. To respond to interlibrary loan requests from other institutions promptly and accurately.

7. To participate on a cost effective basis in local, regional and national interlibrary loan networking developments in order to maximize access to research materials needed by the university community.

8. To encourage communication among local, regional and national interlibrary loan units thereby promoting high standards of service.

9. To provide for patrons engaged in research prompt and efficient access to the computerized bibliographic retrieval systems available in the library.

10. To provide a photoduplication service for faculty members engaged in research utilizing materials from the CSULB or UCLA libraries.

5.21 Information Desk

Goal

To act as a clearinghouse for the university community in providing guidance concerning general library services and procedures and general university services.

Objectives

1. To have knowledgable, responsive library professionals and/or para-professionals at the Information Desk at all scheduled hours prepared to respond courteously to all patron inquiries.

2. To keep current directories, handbooks, schedules, maps, forms and other directional and informational aids for both the library and the university at the Information Desk in order to respond quickly and accurately to all patron inquiries.

3. To respond to all incoming phone calls from both the campus and the community promptly, courteously and accurately.

Goal

To instruct patrons in basic library research skills and techniques.

Objectives

1. To provide basic library instructional programs for on-campus classes and off-campus groups.

2. To provide basic library instruction on a one-to-one basis to each new library user in order to facilitate the development of research skills.

3. To develop innovative instructional techniques in order to more effectively communicate the library's mission to each new user.

4. To develop audio-visual instructional aids to enable the more experienced library user to engage in self-paced instruction.

5. To impress upon faculty the value of library instruction in helping their students develop effective research techniques and methodologies.

6. To refer faculty to the appropriate library department when instruction on subject-oriented search strategy and tactics is required.

Goal

To provide to members of the academic community engaged in research, assistance in the systematic selection and organization of the bibliographic materials listed in the main card catalog as well as those housed in the Bibliography Room.

Objectives

1. To instruct each patron in the use of the main card catalog and the materials in the Bibliography Room in order to prepare the patron to do independent research.

2. To make referrals to appropriate library departments when more in-depth subject instruction is required to meet the patron's research needs.

3. To provide consultation on an individual basis to students requesting help in the selection of subjects appropriate for their research needs.

4. To provide consultation on an individual basis to students requesting help in basic research methodology.

5. To educate both faculty and students as to the nature, scope and value of the materials housed in the Bibliography Room.

Goal

To offer guidance in the determination and selection of alternate research and informational resources including other library resources and existing computer accessible data services.

Objectives

1. To make prompt, accurate referrals to local library resources whenever possible for research materials not owned by CSULB but needed by faculty and students to complete their research.

2. To make referrals to Interlibrary Loan Services when needed research materials are not available locally.

3. To work closely with Interlibrary Loan in order to accurately advise patrons as to the accessibility and speed of transmission of materials and services available elsewhere and to ably assist patrons in the completion of appropriate forms needed to initiate Interlibrary Loan transactions.

4. To make referrals to the appropriate subject-specialist librarian when computerized reference services would be beneficial to the research project.

5.22 Interlibrary Loan Services

Goal

To transmit interlibrary loan requests with maximum speed and efficiency in order to provide timely access to research materials needed by the university community for research and instruction.

Objectives

1. To provide courteous, accurate responses to all interlibrary loan queries from students, faculty and staff.

2. To develop forms which allow accurate reflection of patron needs and at the same time provide all information necessary to express said needs clearly to other institutions.

3. To promptly determine off-campus locations for needed materials.

4. To advise requestors accurately regarding possible charges rendered by other institutions for needed research materials and services.

5. To maintain timely and easily accessible records in order to inform patrons as to the disposition of their requests.

6. To continue to utilize and evaluate the developing technology surrounding rapid transmission devices for use in relaying requests for materials from one institution to another.

7. To deliver incoming materials to patrons promptly in ways that maximize patron convenience.

8. To encourage and participate in the development of standardized listings of library resources in order to facilitate locating and procuring materials needed for CSULB library patrons.

9. To return borrowed materials to lending institutions promptly utilizing the best delivery mode possible.

10. To maintain accurate records reflecting payments made and payments received for both incoming and outgoing materials.

11. To conduct evaluations of research materials received through Interlibrary Loan in order to contribute to CSULB library collection development.

Goal

To respond to interlibrary loan requests from other institutions promptly and accurately.

Objectives

1. To process incoming requests from other institutions with speed and accuracy in order to notify requestors as to the availability of requested materials.

2. To notify requestors within 24 hours regarding the disposition of requested materials.

3. To transmit materials to the requesting institution with maximum speed.

4. To keep accurate records reflecting the disposition of CSULB library materials throughout other institutions.

5. To place returned CSULB materials back into circulation within 24 hours.

6. To be sensitive and responsive to the needs of the surrounding urban community without interfering with the university community's rights of access to CSULB library materials.

Goal

To participate on a cost effective basis in local, regional and national interlibrary loan networking developments to maximize access to research materials needed by the university community.

Objectives

1. To join and effectively interact with local and regional interlibrary loan networks to the extent that both services rendered and services received are cost effective.

2. To monitor networking activity using comparative statistics in order to ascertain both benefits and limitations of network services rendered.

3. To encourage and participate in interlibrary loan networking on a national level in order to more easily and less expensively procure needed research materials for CSULB library users.

Goal

To encourage communication among local, regional and national interlibrary loan units thereby promoting high standards of service.

Objectives

1. To regularly exchange ideas and discuss problems with other interlibrary loan units in the CSUC system.

2. To promote Interlibrary Loan staff development in the CSUC system through annual workshops, seminars, etc.

3. To regularly communicate with personnel involved in county-wide and state-wide networking efforts in order to discuss problems and promote uniformly high performance standards.

4. To continue to evaluate and stay abreast of new developments in national networking programs and participate in those which can effectively meet the research needs of CSULB library users.

5.23 Computer Reference Service

Goal

To provide for CSULB patrons engaged in research prompt and efficient access to computerized bibliographic retrieval systems available in the library.

Objectives

1. To impress upon faculty, students and administrators the value of bibliographic data retrieval services.

2. To offer individual consultation to patrons regarding data bases available and subject areas appropriate for machine searching.

3. To respond to search requests promptly and with maximum convenience to the patron.

4. To develop efficient search techniques for the professional subject-specialist searchers involved in the program through in-service workshops and seminars.

5. To encourage searchers and interested professionals to participate in local, regional and national workshops and training sessions geared to improving techniques used in searching one or more data bases or systems.

6. To monitor the cost effectiveness of the computerized bibliographic retrieval program currently available in the library.

7. To convince library subject-specialists not currently involved in the program to utilize the computerized bibliographic retrieval service when assisting patrons, just as they would any new reference tool, and likewise educate them to the advantages and disadvantages inherent therin.

5.24 Faculty Photoduplication Service

Goal

To provide a photoduplication service for faculty members engaged in research utilizing materials from the CSULB or UCLA libraries.

Objectives

1. To fill faculty photoduplication requests within a 72 hour turnaround time.

2. To develop forms which accurately reflect faculty photocopy needs.

3. To monitor incoming faculty requests in order to avoid copyright violations.

4. To provide courteous, equitable service to all faculty members engaged in research.

5. To make referrals to other local duplication services when faculty needs cannot be met by this unit.

6 SUBJECT READERS' SERVICES

6.1 Humanities Department

Mission

The mission of the Humanities Department, stated at its simplest, is to implement the library's mission as expressed in the Library Administrative Manual, section 300:

> To acquire, in concert with the faculty, the bibliographic and informational resources needed to support the instructional and research programs of the University; to organize and facilitate optimal access to, and utilization of, these resources; to exercise leadership in the development of bibliographic skills among students; to bring knowledge of bibliography and informational resources to bear in assisting in the University's curricular and academic planning; to exercise leadership in the utilization of newer information technology in the development of instructional resources and to cooperate in the design of learning formats.

Services

Goal

Prompt, vigorous and comprehensive service to the Humanities Department user.

Objectives

1. To provide professional reference service whenever the department is open and librarians are scheduled to work.

2. To provide telephone reference service whenever practical.

3. To suggest alternatives to library users who are unable to locate specific materials either by locating those materials in another library or by finding similar materials in our own.

4. To provide extended consultation by appointment for very detailed research questions or for computer searches.

5. To be as aware as possible of materials of interest to Humanities but not housed there, e.g., Media Resources, and to direct patrons to them.

6. To retain and continue to file card sets for the divisional card catalog in order to make the department's collection readily accessed by the user and to assure more subject oriented catalog assistance than is otherwise available.

Department Maintenance

Goal

To provide maximum accessibility of the department's materials.

Objectives

1. To reshelve all books received from Circulation within 24 hours of receipt.

2. To conduct at least two pick-ups daily of books and periodicals left in the reading room and carrels.

3. To shelf read the collection regularly throughout the academic year.

4. To inventory the reference and playscript collection annually; to dust the shelves at least annually.

Collection Development

Goal

To anticipate patron demand and to strengthen existing areas of collection which are in continuous circulation or are weak in relation to use.

Objectives

1. To engage all our staff and as many interested faculty and students as practicable in the selection process.

2. To meet personally with each of the faculty library representatives and to provide them regularly with information regarding new materials either received or published in their department's area of interest.

3. To maintain the existing collection by sedulous replacement of mutilated materials and by the purchase of lost items considered to be of use.

4. To survey various segments of the collection in cooperation with the Office for Collection Development when necessary for departmental accreditation, and to work with that office in as many phases of collection building as is feasible.

5. To contact the instructor of each new course taught in the Humanities area in order to ascertain forthcoming bibliographical demands.

6. To gather academic departmental reading lists and to provide copies of the books.

7. To continue issuing the annotated, quarterly New Reference Books and other lists as appropriate.

8. To weed the collection at least of duplicate copies for which there appears to be no demand.

Library Instruction

Goal

To increase the students' effective use of the department's resources by teaching them to identify and use the available bibliographic tools in their area of study.

Objectives

1. To acquaint more faculty members with the kinds of lectures available and to urge them to make them available to their students.

2. To find ways to present these materials in more interesting and effective ways.

3. To involve all the librarians of the department in some form of bibliographic instruction and if feasible to make presentations in tandem with other library departments.

Staff Development

Goal

To allow all members of the department the opportunity for professional growth and the realization of their professional goals.

Objectives

1. To adjust the work schedule to permit staff members to attend classes, etc., for job related instruction.

2. To encourage interaction between staff members and the academic community at large in areas other than classroom teaching, such as forums, displays, week-end workshops, and the like.

3. To support staff members' participation on all-university committees and councils and in the Academic Senate.

4. To promote staff use of its allocated travel funds for attendance at professional meetings.

5. To instill in our student assistants an awareness of the concept of service to the patrons of the library and of the importance of their contributions to the successful functioning of the department and the library as a whole.

Special Classes of Library Users

Goal

To assure representative library service to users hampered by language difficulties, physical handicaps or old age.

Objectives

1. To acquire dictionaries, grammars and phrase books of the languages of identifiable national or ethnic groups not proficient in English.

2. To acquire samples of the national literatures of these groups whether taught in the curriculum or not.

3. To provide necessary additional services-paging and the like-for physically handicapped persons.

4. To be aware of the special problems the aged encounter in dealing with younger students and a very large and complex university.

Short Range Physical Improvements

Goal

To improve the physical surroundings of the department.

Objectives

1. To extend the public address system into the East Wing.

2. To carpet the reading room.

3. To repaint the entire department.

4. To replace some library tables with individual study carrels.

5. To clear any extraneous, surveyable furniture from the department.

6.2 Fine Arts/Media Resources Library

Mission

In harmony with the Library's other reference departments, to serve the informational, research and recreational needs of the campus community and, where practical, the outside community through carefully chosen and continuously monitored subject collections, through modern, well-maintained equipment, and especially through a staff which combines subject expertise with friendliness and approachability.

Operational Goals

1. To identify collection strengths and weaknesses through comparison to standard lists and bibliographies, sensitivity to patron comment, consultation with the Assistant Director, Collection Development, and through reference experience; to use this knowledge in making selection decisions.

2. To anticipate needs for materials through an awareness of new program implementation schedules and student enrollment concentration; to buy sufficient copies to serve these needs.

3. To evaluate systematically the appropriateness of materials in the collection, and to weed outdated, worn or otherwise inappropriate items. Weeding of all collections will occur once each five years.

4. To be aware of other library collections in Los Angeles and Orange Counties which complement our own; to promote referral to, and be hospitable toward referral from, these institutions. To inform and encourage patrons with regard to mutual use, interlibrary loan and other cooperative agreements whenever appropriate.

5. To provide staff adequate to meet demands for essential services and functions; shelving and shelf-reading, media service desk, slide pulling and processing, exhibits and signs. To conform to standards of rapid shelving (less than 24 hours) and shelf-reading (entire collection 6-8 weeks), and prompt counter service (less than 2 minute wait).

6. To assess program operation regularly and to recommend equipment, supply, and construction changes which will result in improved efficiency and/or service. To monitor and adjust department procedures with the same end in mind.

7. To encourage patrons to report materials not found; to follow up each such report by a search for the material, first on the shelves, then in the reserve printout, then with a hold card offered the patron by the reference librarian with instructions for its completion. To convey thereby the impression that the library cares about and take extra effort to meet the patron's needs.

8. To complete the relocation of Fine Arts collections to third floor by June 1977, so that prints, reproductions, and restricted materials are convenient to patrons and librarians.

External Relations Goals

1. To maintain an awareness of collections and services in other Library departments which have relevance to those which we offer and to refer and consult when appropriate.

2. To work with other reference departments and with the Assistant Director, Collection Development in support of interdisciplinary programs. To encourage participation by other reference departments and by faculty library representatives in selection of media and in choosing topics and materials for exhibit. To take initiative in seeking this input and involvement.

3. To compile and distribute bibliographies and holdings lists geared to identified needs; to measure the effectiveness of these publications where possible and adjust future distribution accordingly.

4. To acquaint all faculty and administrators in the Art Department, Music Department and School of Fine Arts with news of the department and the Library at least once each semester through a department newsletter. To prepare department annual reports with this audience in mind and to distribute it to the department chairs, department library representatives, and School Dean.

5. To offer tours of our facilities and specialized instruction to groups of faculty, staff, students, and community as requested. To take initiative in suggesting these services to reach and benefit as many as possible.

6. To serve as an arts information clearinghouse; to maintain current information about fine arts events in the Los Angeles/Orange County area, disseminate it through posters, handbills, and calendars of events. To give special emphasis to campus fine arts productions, posting published reviews, linking them to exhibits, and otherwise encouraging attendance by Library patrons.

7. To offer reference, information, and circulation service in a manner which will result in satisfaction of all partron needs. Freely to extend the courtesy, interest, and warmth without which such a goal cannot be achieved. To monitor systematically achievement of this goal through sensitivity toward suggestion box comments and surveys of patron opinion.

8. To meet at least twice each semester with faculty library representatives for the Art Department and Music Department to discuss mutual concerns related to collection building, budget, and public service.

Staff Development Goals

1. To foster the individual development of each staff member by encouraging course work, research, and professional activities which will benefit the library through new perspectives, skills, and/or subject knowledge.

2. To develop career ladders which will afford the opportunity of each staff member to grow in his/her position; to thereby assure that as much as possible talent, achievement, and potential are recognized and rewarded rather than lost to other agencies. To incorporate career development discussions into an annual evaluative conference with each full time employee.

3. To counsel student assistants and promote their interest in librarianship as a career. To instill a sense of community and shared responsibility in our student staff and full-time staff.

4. To stress intradepartmental communications, strengthening formal and informal channels through which it can occur: weekly meetings of the full-time staff for dissemination of information and problem-solving, circulation of memoranda, orientation of new employees which stresses their role in meeting goals of the Library and department, consultation among full and part-time employees which shows an open and responsive attitude to their comments and suggestions.

5. To establish a regular procedure for student assistant performance evaluation, discussion between student and supervisor over performance at least once each semester, the written evaluation and semesterly interview to form the basis for decisions about rehiring or promotion.

Long Range Planning Goals

1. To explore with other reference departments ways in which we can cooperate to reduce staffing demands during periods of low use: evenings, weekends, and summer and winter break periods. To consider in these discussions the importance of reference desk proximity to all collections and catalogs it is intended to serve.

2. To continue to recommend ways in which the department's physical environment can be upgraded, through installation of sound-insulating floorcovering, for example, to create a quieter, more attractive atmosphere, and air conditioning too protect slide, video, and audio collection from deterioration and also improve study climate.

3. To keep pace with technological improvements in hardware and software used in the Media Resources Library, to establish a program for periodic reevaluation of equipment for replacement, expansion, or renovation.

6.3 Social Science and Business

Mission

The Department's mission is to meet the Library needs of students and faculty in the Social Sciences as well as to serve effectively as the focus for the Library's general reference activity, serving all users who need access to the Department's collections. Specifically the Department:

1. Provides services that facilitate access to, and utilization of, Library resources in the Social Sciences, including government documents, maps, micro-text materials, archives, pamphlets and rare/restricted books.

2. Acquires the bibliographic resources supporting the University's instructional and research programs in the social sciences: history, geography, anthropology, statistics, economics, sociology, political science and law.

3. Plans acquisitions and services so as to derive maximum benefit from available financial and personnel resources.

4. Anticipates the future needs of students and faculty, including the impact of curriculum changes and new research programs on this Department's resources, services, facilities, and personnel.

In order to achieve all the following goals, our primary, immediate goal is to integrate all collections, services, staff, and facilities to create a dynamic, unified Department.

Services

Goal

Provide the best one-to-one professional reference service possible to all available resources.

Objectives

1. Develop better ways to facilitate access to collections and use of services for improving quality of academic programs and the effectiveness of research. E.g., develop guides to the various subject collections in the Department.

2. Bring to the attention of students and faculty the availability of resources of use to them at other locations. E.g., computerized reference services, the existence of specialized resources elsewhere, etc., maintaining a Reference Aid File for this purpose.

Goal

Instruct users in library resources utilization.

Objective. Promote an active program of bibliographic instruction, to specific classes, to groups, to individuals during the reference interview.

Goal

Keep library users, both students and faculty, informed of new resources in their fields. (e.g., New Reference Books list, New Acquisitions to the Map Room, Departmental Bulletin.)

Objective. Expand the Department's selective dissemination of information program (Faculty Interest File) to include academic department faculty not now included as well as to include academic departments which have teaching or research interests peripheral to the subject responsibilities of this Department (e.g., instructors of Business Writing within the English Department).

Goal

Explore new services, in consultation with faculty, that may be possible and useful, which would more effectively utilize the staff's professional capabilities and generate library use.

Objectives

1. Determine the practicality of offering extensive bibliographic counseling to graduate students researching theses.

2. Promote through consultation with faculty the preparation of bibliographies and literature guides for specific instructional situations.

Collections

Goal

Identify and strengthen resources in subject areas identified as inadequate to meet user needs.

Objectives

1. Improve the business and economics collection holdings on foreign economic conditions. Specifically, acquire: (a) the major serial titles of reference value of foreign central banks, and; (b) the major serial titles of foreign government economic agencies indexed in Finance and Economics: Index to Periodical Articles.

2. Identify and acquire the serial publications of American collegiate and university schools of business and bureaus of economic research.

3. Evaluate and upgrade as necessary the law collection, including legal periodicals, comparative criminal justice, contemporary social issues and women's studies materials.

4. Coordinate and/or consolidate like materials held in both the Government Documents and circulating or reference collections.

5. Complete existing historical sets, e.g., the Serial Set, Presidential Papers, etc.

6. Identify and acquire duplicate materials in high demand subject areas.

Goal

Strengthen the reference collection, now separated from the circulating collection, by incorporating certain types of circulating materials into it.

Objectives

1. Transfer the Statues at Large, the Statutes, Amendments to the Codes of California, and the Encyclopedia Italiana de Scienze. . . to the reference collection.

2. Catalog Government Documents of reference value to the reference collection.

3. Strengthen the anthropology reference collection.

Goal

Identify curriculum and program changes affecting the Department's acquisition responsibility and evaluate the collection in terms of those changes.

Objectives

1. Identify the significance to the collection of the BS in Accounting proposed for 1977-78.

2. Identify the impacts on the collection of the creation of academic institute in subject areas touching the Department's collections (e.g., CURES, the Center for Urban Research and Environmental Studies in the School of Business Administration; the Center for Commodity Statistics in the Finance Department; the Institute for Urban Planning in the Geography Department.

Goals

1. Maintain and service a Map Collection meeting the academic needs of Geography students as well as the more general research needs of the University Community at-large. (For a more detailed statement of the Map Collection's goals and objectives, see the Map Room Statement of Mission, Goals and Objectives attached.)

2. Identify serial titles as well as monographs that need not be held in hard-copy, bound format.

Objectives

1. Identify serial titles (current issues or bound runs) which can be substituted with microformat.

2. Replace certain groups of materials, e.g., Congressional hearings, NASA technical publications, etc., with microforms.

Goals

1. Conduct an on-going program to identify materials to be withdrawn from the collection under the Library's weeding policy.

2. Institute a program of continuous shelf reading the Department's collections so that the book and government documents collections are completely shelf read at least once each semester.

3. Maintain and service a Government Publications collection which meets the academic needs of the University community. (For a more detailed statement of the Government Publications Sections goals, see the State of Mission, Goals and Objectives attached.)

4. Maintain and service the Microforms collection. (For a more detailed statement of the Microforms collection, see the statement attached.)

5. Maintain and service the University Archives documenting the history of this institution. (See attached statement.)

Staff

Goal

Create opportunities for individual staff members to define and achieve career goals in the context of general Department and Library objectives.

Objectives

1. Utilize the subject competency of each professional, in reference, acquisitions, and liaison with academic departments.

2. Arrange work schedules in so far as possible so as to provide released time for career development.

Goals

1. Select and develop a core of well-trained student assistants, assigning them duties commensurate with their abilities when possible.

2. Provide for continuing in-service training to staff, e.g., rotation between the two reference areas, seminars devoted to specific reference tools and collections, etc.

3. Create opportunities for the staff to meet and get to know the faculties of the various academic departments served by this Department.

Objective. Hold an annual faculty reception or book fair within the Department for this purpose.

Physical Facilities

Goal

House Departmental collections and service activities in a manner that encourages use through visibility and access, meets user and staff needs, facilitates quality reference service, enhances operating performance, and provides collection security.

Objective. Prepare a detailed plan for the physical merger of the Government Documents, Maps, and Business Economics book collections into the expanded Social Sciences Reference Department during the Summer, 1977.

Public Relations

Goals

1. Maintain purposeful working relationships with academic departments to assure development of Library capabilities consistant with academic objectives.

2. Orient the entire Library's staff, in-so-far as possible, with the unique resources of the Government Documents, Map and Microtexts collections.

3. Be courteous, friendly, prompt, and effective in all working relationships.

Administrative

Goals

1. Administer the Department in a participatory way, with maximum communication between all members of the staff on all matters.

2. Prepare a new Departmental Manual recording procedures and policy decisions for all to refer to.

3. Maintain Departmental records so that historical information of importance for evaluative purposes which can be easily retrieved and that are accessible to all.

4. Prepare budget requests to reflect the priorities attached to these goals by the members of the Department.

5. Each member of the Department will be conscious of representing the Department's interest in whatever forms in which participating.

6. Evaluate all bibliographic records serving the Department's collections in terms of utility, comprehensiveness, and cost of maintenance.

6.31 University Library Map Room

Mission

The basic mission of the University Library Map Room is to provide prompt, courteous and thorough service to all students, faculty and staff of CSULB as well as to meet the specific geographic and cartographic needs of students and faculty in the Department of Geography and the Geology Department.

General Goals

1. To provide maximum possible access to the collection in an orderly and systematic manner, combined with the necessary protection of the collection.

2. To provide superior reference service to the map collection during regular established time periods.

3. To select new maps on the basis of quality and relevancy rather than quantity, recognizing that the cost of selecting, acquiring, processing and storing an item is often more than the cost of the item itself.

4. To process maps as efficiently and effectively as possible.

5. To keep map room users informed of new maps received as well as to provide cursory and in depth orientations to the map room and its collection.

Collection Development

Goal

To acquire and maintain a map collection meeting the academic needs of Geography and Geology faculty and students as well as the more general research needs of the campus community at large.

Objectives

1. Maintain the California topographic map collection as current as possible.

2. Complete the collection of topographic maps from Arizona and Utah, as well as to expand topographic coverage of other western states.

3. Acquire and maintain a current general map collection for all the nations of the world.

4. Complete the USGS Geological Quadrangle (GQ series) collection for the western states from 1960 to the present.

5. Expand the geological coverage of the western states at the scale of 1:250:000.

6. Acquire specialized thematic maps of relevance concentrating upon those of the Southern California area.

7. Maintain complete aerial photographic coverage of the U.S. at the scale of 1:500:000 and consult with the Geography Department's aerial photography instructors when purchasing aerial photographs to insure usefulness to the academic programs.

8. Acquire and maintain a current collection of large scale aerial photographs of Los Angeles and Orange Counties.

9. Acquire and retain map vendor and publisher catalogs, acquisition lists, and map librarianship periodicals to insure acquisition of appropriate maps for the Map Room Collection.

Technical Processing

Goal

To process maps in as efficient and effective manner as possible.

Objectives

1. Process all maps with a continuous monitoring of priorities so as to prevent unnecessary delays in needed materials reaching the hands of users.

2. Process all maps received through participation in the 26th Special Map Processing Project at the Library of Congress as efficiently and promptly as possible.

Staffing and Reference Service

Goal

To provide superior reference service in the Map Room during specified hours and access to the collection at other times.

Objectives

1. To provide prompt, courteous and thorough service to all map room patrons.

2. To continue to employ a map room attendant knowledgeable in the disciplines of Geography and Cartography who will be able to render reference service and be responsible for preliminary technical processing.

3. To continue to instruct Departmental reference librarians in the use of the collection so that the maps are accessible during the majority of library hours.

4. To have the Geography and Map Librarian continue to act in a consulting role for those patrons and map librarians in need of specialized in depth assistance.

Public Relations

Goal

To keep all interested people informed of present and new map room services.

Objectives

1. Continue to publish New Acquisitions to the Map Room and disseminate it to interested CSULB faculty, students, and other map librarians, both nation-wide and overseas.

2. Maintain close consulting ties with the Geography Department to assure that the University Library Map Room is fulfilling their student and faculty needs and that materials acquired compliment academic programs.

3. Maintain a publishers' catalog file for the use of patrons desiring to purchase maps on their own.

4. Continue to provide brief and in depth lectures and orientations to the geography and map collections and to the services available in the map room and in the library to specific classes and interested individuals.

5. Continue to promote closer interaction with other map libraries throughout Southern California and the nation with primary objectives being the exploration of interlibrary loan privileges with other universities and seeking innovative approaches to map collection management and use.

Physical Facilities

Goal

House the map room collection and service activities in a manner that meets user needs, facilitates high quality reference service and provides for collection security.

Objectives

1. In the consolidation of the Social Science-Business Economics & Geography Reference Departments, plan for map room facilities that will meet the requirements for the effective operation of the Map Room.

2. Provide an area that is conducive to map study and that is physically attractive.

6.32 Microtext Center

Mission

To maintain the microforms of the microtext center in an efficient and workable arrangement conductive to promoting their maximum use: by providing the best equipment, to instruct microtext users in the physical use of the equipment, to interpret the indexes and other finding tools of microforms for the students and faculty and to instruct them in their use, to insure that the appropriate library staff is competent to assist microforms users, to instruct appropriate library staff in routine servicing and repair of microform equipment, and to encourage the purchase of as much material as possible in microform in order to combine conservation of limited library space with maximum acquisition of instructional and research material.

Goal

To provide an environment conducive to successful use of microforms.

Objectives

1. A Budget to enable the center to acquire large collections and backsets of microforms to relieve the pressure of limited library space.

2. To purchase equipment which would produce better copies and which would not require costly maintenance and service.

3. To insure that adequate supplies are always available.

4. To supervise a regular schedule of inspection of equipment and microforms.

Goal

To develop systamatic instruction in the use of indexes and other finding tools.

Objective. To insure proper instruction to anyone who will be assisting students so that competent information can be given at all times.

Goal

To develop skills in library personnel in the maintenance of the machines.

Objective. To give proper instruction to all involved with the microtext center to enable needed equipment to be available at all times.

6.33 Government Publications Section

Mission

The mission of the University Library Government Publications Section is to select, acquire and process government publications in an efficient and effective manner; to make these publications easily accessible to the public; to educate and assist that public in the use of government publications. The Section in fulfilling its mission will:

1. Provide highly knowledgeable professional assistance for all aspects of the government publications separate collection and its supportive materials for all hours that the University Library's subject reference collections are open to the public and serviced by professionals.

2. Develop rationally solid bibliographic support for the academic curriculum of the University, and provide for the general needs of the University and the community, regardless of physical format, in the areas of federal, California state and local government publications.

3. Create and maintain the necessary bibliographic records.

4. Analyze and evaluate on a continual basis the effectiveness and value of both the section and the collection, improve and expand where possible, reduce and eliminate where necessary.

5. Hold service to the patron as its primary mission while pursuing the following goals and objectives.

Service

Goal

Provide highly knowledgeable professional reference assistance to all patrons by utilizing a librarian specialized in government publications and a well informed staff of subject reference librarians.

Objectives

1. Assist in acquainting on a continual basis the staff of the Social Sciences Department with the government publications collection and its bibliographic tools.

2. Provide all staff who deal directly with government publications from a reference standpoint with an up-to-date knowledge of the processing procedures, policies and records.

Goals

1. Acknowledge that government publications is an integral part of the Social Science reference function and service the separate government publications collection in the same manner and spirit as the cataloged reference collection.

2. Provide a current awareness or education program for both the patron and the librarian outside of the Social Science Department as to the collection, its value, uses, development and services; design such programs to make the user as independent and effective as possible. (Such programs might include but are not limited to bibliographic guides, slide tapes.)

3. Become involved to a greater degree in the giving of library instruction and orientation programs; not only directly and independently but also in concert with various reference departments, providing assistance and information to the subject reference librarians involved.

Collection Development

Goal

Improve the comprehensiveness of the California collection.

Objectives

1. Expand the coverage to include local documents.

2. Identify and acquire state publications not listed in the standard bibliographic tools but of value to our public.

Goal

Reappraise continually in conjunction with the library and teaching faculty the Section's selection policy and procedures and the existing collection; make every effort in doing so to anticipate needs as well as reflect them.

Objectives

1. Involve all subject reference librarians more directly and consistently in the selection and weeding process.

2. Develop more direct communication with the teaching faculty in areas where the potential for high need, demand and use of government publications exists.

Goal

Identify weak areas within the United States collection and attempt to fill these gaps.

Objectives

1. Realize the limitations of the depository programs and acquire needed materials outside of this vehicle; (a) make better use of the National Technical Information Service and its resources, (b) identify and utilize other agencies, companies, etc. that will aid in fulfilling this objective.

2. Acquire missing back runs, sets and series and complete scattered runs in order to provide the collection with a better historical basis; do so with microforms where possible and desirable.

Goal

Locate individual government publications where need, use and access will be the greatest.

Objectives

1. Identify groups of materials which would be serviced best outside of the separate collection and process accordingly (e.g., route all maps to the Map Room, catalog all reference materials, route all environmental impact statements to Science Department).

2. Coordinate and/or combine like or related materials between existing reference and circulating collections and the separate government publications collection (e.g., combine all laws whether bound or paper copies).

Goals

1. Acquire the necessary supportive bibliographic tools for research in government publications.

2. Contain within reason the physical growth of the separate collection while maintaining its uniqueness and value; in part this will be accomplished as a side effect of Goal 4.

Objective. Identify and convert on a continuing basis those large groups of materials which readily lend themselves to replacement in microform (e.g., federal Congressional committee hearings, NASA technical reports).

Technical Processing

Goal

Perform all work in the processing of government publications, particularly in the maintenance of the bibliographic records, of as high a quality possible.

Objectives

1. Maintain bibliographic records not only as complete and accurate as possible but up-to-date, make every effort to reflect material within 2-3 weeks of receipt.

2. Maintain an up-to-date policy and procedure manual to be followed by all staff to insure consistency and accuracy.

Goals

1. Evaluate the real role of the existing bibliographic records to determine what they ought to reflect.

2. Maintain a separate subject access to California documents until the bibliographic tools available make this pratice a duplicative effort.

3. Know of and involve the section in any sound efforts being made to improve the present sorry state of bibliographic control of government publications.

Staffing

Goals

1. Administer the Section most effectively by assigning a librarian specialized in government publications primary responsibility for the Section.

2. Provide adequate staffing to process the collection quickly and accurately and to effectively and professionally service the collection.

Objectives

1. Increase the non-academic staff in processing by a half-time clerical position to allow for better distribution of work in relation to ability and position.

2. Provide for sufficient student assistant funding to allow for an additional 14 hours per week for shelfreading, a function not performed in 1976/77 to any degree of effectiveness.

Goal

Make every effort to supply the opportunity and encouragement for all staff to define their aims and to achieve both personal and professional satisfaction and development, with each individual reaching full potential providing this can be done without significant loss of efficiency or service.

Physical Facilities

Goal

Locate the collection where direct access to the collection will be provided for all patrons in an area with facilities adequate to welcome and encourage usage.

Objectives

1. Provide the flexibility of space, shelving and arrangement to allow for a more inviting and open display of the collection.

2. Provide better security for the collection by installing tattle tape in all new documents received after July 1, 1977 and in all documents returned from circulation beginning January 24, 1977.

Goals

1. Provide pleasant working conditions for the reference and processing staffs with the necessary equipment and materials in as close proximity to the collection as feasible.

2. Plan in detail the relocation of the collection and work area to the 2nd floor as part of the upcoming merger with the least disruption to public service and daily processing demands as possible.

Trends and Developments

Goal

Develop the expertise and flexibility necessary to deal with new technology and concepts in the field, analyze their potential impact, make recommendations and incorporate the various developments into the Section's goals, policies and procedures.

Objectives

1. Evaluate the availability of government publications in microform from the depository programs, and the implications of continued heavy purchasing of sets and runs in microform.

2. Evaluate the potential impact on the role of the Section in technical processing of the recent tie-up of GPO and OCLC and the use of OCLC by this Library.

Relationships/Public Relations

Goals

1. Work as a section and individuals with all other library, campus and community units and individuals openly, willingly, promptly and courteously.

2. Encourage and initiate direct and effective communication both inside of and outside of the Section and utilize fully all existing channels of communication available within the Library.

3. Develop professional respect and relations within the University faculty community and administrative areas for the Library, the profession, and individual staff members.

4. Interpret and apply all policies uniformly.

Objective. Make all communications, particularly to the public uniform in terminology to avoid confusion. (Either documents, or government publications or ?)

Goal

Fulfill our unique role and responsibilities as a depository library in as responsive and professional a manner as possible.

Objective. Develop and maintain close working relationships with other depository libraries in the areas of collection development and service.

Goal

Encourage and involve the Section or individual staff members in those associations or organizations that are concerned with the field of government publications, whether local or national in scope.

6.34 Rare and Restricted Circulation Books Function

Because of the pending establishment of Special Collections, to which most Social Science rare and restricted circulation books will be transferred, this goals statement is presented with a custodial, passive function in mind rather than a progressive, creative pattern for future development. Consequently, all specific objectives which involve changes are meant to apply only to instances where immediate action is required.

Mission

To provide proper protection and reference service to rare and restricted books in the Social Science Reference Department; specifically, to house the books in protected areas on proper shelving, to maintain necessary records, to provide instruction to library personnel and patrons in the physical handling of rare and fragile materials, and to give reference help in locating and using rare and restricted circulation book titles.

Goal

To provide proper protection and care.

Objectives

1. To continue to provide security through use of locked rooms, with limited access to the rare book room.

2. To continue to limit accessibility to the rare and restricted circulation areas to qualified library personnel and to library patrons only when accompanied by qualified library personnel.

3. To have materials repaired and mended when appropriate and possible to do so, and to take other indicated safeguards when repair or mending is not desirable.

4. To utilize existing shelving available in the best manner with the least damage to the books.

5. To request redesignation of books from their present status to rare, restricted, or circulating in instances in which immediate decisions need to be made.

6. To effect the merger of books presently in the Business and Economics Department with those of Social Science when the physical merger of the two departments occurs.

7. Where damage is beginning to result, to have the string now tied around the spine of the book to designate "rare" replaced with two cards connected with red string.

Goal

To maintain necessary records.

Objectives

1. To maintain shelflists for all rare, restricted circulation, and special collection materials.

2. To revise departmental shelflists for accuracy.

3. To take inventory of the Dumond, Huntington, Social Science restricted, and Business and Economics rare and restricted circulation books, at the same time making such decisions as are immediately necessary for repair, safeguarding, or recataloging. (Inventory of Social Science rare books was completed in 1976.)

4. To develop uniform procedure for checking out restricted circulation books and a method for keeping a record of use of rare books.

Goal

To instruct student assistants in the handling of books.

Objectives

1. To demonstrate the difference in requirements for opening, closing, housing, and handling fragile and rare materials as opposed to the casual treatment given to books in the open stacks.

2. To instruct that damaged, fragile, or perishable materials be brought to the attention of librarians so that proper safeguards may be taken to insure their preservation.

Goal

To instruct library users in the handling of books.

Objectives

1. To caution users not to use pens or colored pencils when taking notes from rare or restricted circulation books.

2. To demonstrate gentle handling of old and fragile material which may have loose signatures, pages, or plates.

3. To caution against underlining, erasing, or otherwise altering the books.

Goal

To provide reference assistance.

Objectives

1. To assist users in determining whether material from the rare or restricted circulation books as helpful in a reference matter.

2. To help students locate rare and restricted circulation material in another form when text only is relevant, especially in the care of Wing, STC, and fine press titles.

3. To assist users in the use of shelflists and other bibliographic tools for browsing rare book titles.

4. To provide a location other than the reference desk but within visual supervision of the reference librarian for the use of rare book material or non-circulating restricted circulation material.

5. To prepare bibliographies that will increase access to rare and restricted circulation books and enhance their usefulness.

Goal

To assist the future curator of Special Collections.

Objectives

1. To note periodical titles in the circulating stacks which might be better housed in Special Collections.

2. To note titles which might better be changed to cataloging as rare, restricted circulation, or open stacks.

3. To note special areas requiring technical expertise in determining action to be taken for preservation.

6.4 Science and Technology Reference Department

Mission

The mission of the department is to meet the library needs of students and faculty in the School of Natural Sciences, the School of Engineering, the Departments of Mathematics and Communicative Disorders in the School of Letters, and the Departments of Health Science, Home Economics, Industrial Education, Industrial Technology, Nursing and Physical Therapy in the School of Applied Arts and Sciences. Specifically, the Department acquires the materials needed for reference, instructional and research purposes and provides reference assistance to give maximum service to the library patron.

Collection Development

Goal

To provide supporting instructional and research materials in all areas of Science and Technology.

Objectives

1. To identify and improve holdings in areas considered inadequate for user needs.

2. To assign specific subjects in collection development to each librarian.

3. To establish priorities for collection development with each Faculty Department Head, the Library Representative, and Collection Development Librarian.

4. To maintain contact throughout the academic year with the Faculty Library Representative in order to encourage greater departmental involvement.

5. To respond to changes in curricula.

6. To maintain an up-to-date collection by systematically weeding obsolete materials.

Reference Service

Goal

To provide effective, creative and prompt reference service.

Objectives

1. To staff the reference desk with librarians who combine subject expertise with courteous attention to the library users requests.

2. To provide individual service to the patron promptly within a minimum waiting period.

3. To provide access to materials difficult-to-locate by systematic searching and by referral to other departments or resources outside the library.

4. To have a subject specialist available for personal consultations on extensive research problems including possible computer searches.

5. To promote an active program of bibliographic instruction to specific classes conducted in the library by subject specialists in reference.

6. To develop subject bibliographies for distribution to interested patrons.

Other Departmental Services

Goal

To provide ready access to the collection by having library materials in order.

Objectives

1. To provide staff to collect and shelve all library materials used in-house every 24 hours.

2. To shelve all returned circulated books within 24 hours.

3. To collect reference books and bound periodicals from other floors once a day.

4. To shelfread the collection every six weeks.

Staff Development

Goal

To promote the professional development of each staff member within the context of the Departmental objectives.

Objectives

1. To encourage course work in subject matter relating to the Department and/or leading to a second Masters.

2. To encourage active participation in committees, workshops and other professional activities.

3. To encourage use of new developments and methods in bibliographic instruction.

6.5 Education Reference Department

Mission

The mission of the Education Reference Department is to effectively and economically meet the diverse and changing research, reference, and resource needs of the students and faculty of the School of Education and the related departments of the School of Applied Arts and Sciences, which are men's physical education, women's physical education, recreation and dance. In addition, the Department must interact and interpret total Library resources and fill the tangential needs of the University and community at large.

Goals

1. To assist faculty and students with reference and research needs and to help them realize their mission at the University.

2. To acquire the supporting instructional and research materials necessary to support the needs of the Departments supported by the Education Reference Library.

3. To provide both formal and informal instruction in bibliographic techniques, for classes or for individuals.

4. To be responsive to and anticipate the future needs of students and faculty dependent upon our services, including the impact of new curriculum.

5. To improve the physical environment of the Education Reference Department to make this area a pleasant and attractive place to study and learn.

6. To establish and maintain a climate of rapport between librarian and patron which will make experiences in the Department pleasant and productive for all.

7. To manage the human, physical, and fiscal resources of the Department in an effective and efficient way.

Services

Goal

To provide effective, responsive reference service to each patron.

Objectives

1. Have a reference librarian at the desk at all scheduled times, prepared to be an effective individual instructor.

2. Follow-up on patron requests which are not in the collection or on material missing from the stacks, and develop improved access to the collections and services of the department.

3. Give each patron a referral if immediate help cannot be given, including material available outside the Library.

4. To give personal consultations for extensive research problems including computer searches.

Goal

To be responsive to patron needs by keeping the books shelved quickly and in good order.

Objectives

1. Maintain a 24 hour turn-around on all material used in-house.

2. To shelve by the next day all material received by tubs.

3. To pick up books in the stacks and reading rooms twice each day, once in the morning and once in the evening.

4. Once each day pick up the bound periodicals and reference books from each reference floor.

5. To shelf-read the entire collection, including non-book material on a six week cycle.

Goal

To quickly and responsively assist each patron with his individual requests for non-book material.

Objectives

1. Assist each patron with charging of non-book materials within the policies established by the Department.

2. Maintain accurate and complete records of all charges, including accurate and complete statements of charges for overdue materials and fine bills.

3. Help patrons obtain material not on the shelves by personally helping them locate other material or by placing holds.

Collection Development

Goal

To provide the supporting instructional and research materials in all areas of education, physical education, dance, recreation, industrial education and career education.

Objectives

1. To maintain an on-going program of designating and strengthening subject areas identified as inadequate to meet user needs. This includes breaking down the collection by level: core, graduate, and special collections. (For specific areas in education see Education Reference 1975-76 Annual Report.)

2. To have each staff member involved with the collection development program by assigning subject areas and academic departments to each librarian.

3. To establish with the faculty department head and the library representative priorities for development of the collection.

4. To contact each month of the academic year, all department library representatives and encourage greater departmental involvement.

5. To be responsive to changes in the curriculum and to major evaluations of the academic departments and the School of Education and the School of Applied Arts.

6. In cooperation with the Collection Development Librarian, relate the development of the collection in Education Reference to the Library as a whole.

7. Work with other units of the University such as the Career Planning and Placement Center and the Center for Faculty Development, etc., to coordinate the development of overlapping University programs.

8. To announce periodically to the University community, the new holdings of the Department through bibliographies and the quarterly new acquisitions lists.

9. To make available a wide spectrum of non-book teaching materials to the student teachers of the University.

10. To weed obsolete materials on a systematic basis.

Library Instruction and Orientation

Goal

To provide for class instruction in bibliographic search techniques in education research, use of micro-text indexes and materials, and orientation to the non-book collection of teaching materials.

Objectives

1. To encourage participation in the education reference instruction program from all relevant departments of the University.

2. To satisfactorily meet all requests for class instruction from the University faculty.

3. To involve each librarian in the Department in the class instruction and orientation.

4. Develop subject specialization in each librarian to meet special needs of the faculty.

5. To develop innovative teaching techniques and to make class presentations more effective through regular in-service training sessions.

Community Relations

Goal

To be sensitive to the urban community which supports the University and wherever possible within the framework of the mission of the University and the Library, meet their needs.

Objectives

1. Maintain liaison with the public schools in the community at all levels as well as unified school district centers. Also, act as liaison between the Library and public school administration when visiting.

2. To serve the community wherever possible without going beyond the bounds of interfering with the rights of the University community.

Staff Communication

Goal

To provide open communication between all levels of staff including department head, librarians, library assistant and student assistants. Participatory management of the Department is the desired goal.

Objectives

1. To have weekly meetings for all librarians and the library assistant and specialized student assistants such as the stack supervisor, when appropriate. Meetings will include: (a) information from higher level to be reported and discussed as well as information to be given to higher levels; (b) discussion of problems current in the Department and methods to resolve them; (c) instruction as to responsibilities and desired outcomes; (d) in-service training on improving reference or other skills or sharing current information. Each librarian to share in planning and teaching.

2. Have at least one meeting per semester with the department student assistants.

3. Each full time staff member to know the names of all student assistants, and greet each student when he comes to work.

4. Encourage student assistants to make suggestions to improve the Department and participate as fully as possible.

5. To build a feeling of rapport and mutual trust and respect between the department head and each staff member.

Professional Development

Goal

To help each full time staff member realize his desired professional level of growth and develop his individual potential as fully as possible, within the context of general Department objectives.

Objectives

1. To encourage each librarian to involve himself in University and community activities in order to broaden his educational prespectives.

2. Arrange work schedules as far as is possible to allow release time for professional development, such as course work leading to a second masters.

3. Encourage participation in workshops, exhibits, committees, etc. and to encourage development of new innovative procedures in the Department.

4. Encourage participation in formal class instruction as opportunities arise, including team teaching or curriculum development.

5. To interrelate with other University Education Libraries as opportunities permit, to share latest developments, innovations and technology.

Academic Community Relations

Goal

To achieve a close, productive working relationship with the academic community at large and with the individual academic departments which it serves.

Objectives

1. To impress upon faculty the value of the bibliographic presentations provided by the Department.

2. Establish rapport with individual faculty members and learn from them their perception of the Department and also their needs.

3. To have each librarian work with the Faculty Library Coordinator assigned to them to develop the Department's collection. Minimum contact will be once per month during the academic year.

4. Work toward having each librarian in the Department serve on an all-university council or faculty committee to build up a working relationship with the faculty.

5. Work with the faculty to learn the details of their course requirements as they affect student use of the Library. This includes making sure material is available before assignments are given.

6. Supply each of our faculty departments with a quarterly list of new publications to keep them up to date on acquisitions of new materials.

7. On an individual basis, supply faculty members with information of new publications in their fields of interest.

Innovation and New Technology

Goal

To keep up to date with new technology in the field of education and its application to the Education Reference Department or its patrons.

Objectives

1. To develop new methods of individualized instruction to better help our student users learn the resources of the Department.

2. To encourage each librarian to develop his own area of expertise in the new fields of computer technology including how to profile, program and run complex computer searches.

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